



Policy Manual

Version Date: 2019-09-25

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NAPO Mission

To be the leading source for productivity and organizing professionals by providing exceptional education, enhancing business connections, advancing industry research, and increasing public awareness.

NAPO Core Values

- Respect
- Trust
- Accountability
- Needs of NAPO first
- Strategic
- Fiscally & Financially Responsible
- Mission-and Action-Driven
- Transparency
- Nimble and Responsive
- Inclusivity
- Lead by Example

Manual Structure

Categories

The policies are categorized by the group they most specifically address, in the order below.

Policy Type	Relevance	Code
General	all NAPO's members generally	GEN
Board	NAPO's national Board of Directors specifically	BOD
Headquarters Team	NAPO's association management company specifically	HQT
Committee	the committee the policy relates to	CMT

Numbers

The policy numbers have two parts: the category code and a three-digit number. New policies are assigned the next available number in a given category.

Index Accessibility

This document makes full use of internal links and relies on the Table of Contents to ease use. The TOC index allows users to see related policies grouped together even if their numbers are far apart. New policies can be numbered easily and added simply to the end of each category section without re-organizing the entire document.

Related Governance Documents

[Articles of Incorporation](#)

[Bylaws](#)

[Committee Charters](#)

Procedures/Operations Manual (to be created)

[Safety Position Statement](#)

[BCPO Agreement](#)

[Chapter Affiliation Agreement](#)

[Conference Scholarship Agreement](#)

[POINT User Agreement](#)

[Uniform Volunteer Agreement](#)

These documents relate to NAPO governance and may even contain policies. They should be referenced when dealing with the relevant entities and issues. Some policies within this Policy Manual directly link to a specific document; others do not.

Policy, Practice and Procedure Defined

This manual contains only policies. Procedures and practices are documented separately in the Operations Manual.

Policy

Merriam Webster's online dictionary (2017) defines "policy" as:

- "prudence or wisdom in the management of affairs
- a definite course or method of action selected from among alternatives and in light of given conditions to guide and determine present and future decisions
- a high-level overall plan embracing the general goals and acceptable procedures especially of a governmental body"

In NAPO, the Board of Directors creates and revises policies for all of NAPO, including its committees.

Practice

Merriam Webster's online dictionary (2017) defines "practice" as:

the noun practices as "the actual application or use of an idea, belief, or method as opposed to theories about such application or use."

As a verb, it means to "carry out or perform (a particular activity, method, or custom) habitually or regularly."

In NAPO, practices represent standard approaches to situations. They may be created by the Board, by the headquarters team, by committees and other entities, e.g., SIGs, as needed.

Procedure

Merriam Webster's online dictionary (2017) defines "procedure" as:

- "a series of steps followed in a regular definite order (e.g., legal procedure, surgical procedure)
- a traditional or established way of doing things"

Procedures often relate to the implementation of policies, e.g., a policy about how the President uses a corporate credit card may have related procedures for submitting receipts, etc., or practices.

In NAPO, procedures may be created by the Board, by the headquarters team, by committees and other entities, e.g., SIGs, as needed.

General Policies

Number: GEN-001

Title: Anti-Trust Compliance

Effective: 2009-06

Previous No: 02.33.00

Revised: 2016-09

This policy is included in its entirety within the NAPO [Uniform Volunteer Agreement](#).

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Version Date: 2019-09-25

Number: GEN-002

Title: Code of Conduct

Effective: Unknown

Previous No: N/A

Revised: 2009-01-23, 2016-09

This policy is included in its entirety within the NAPO [Uniform Volunteer Agreement](#).

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Version Date: 2019-09-25

Number: GEN-003

Title: Confidentiality and Non-Disclosure

Effective: Unknown

Previous No: N/A

Revised: 2016-09

This policy is included in its entirety within the NAPO [Uniform Volunteer Agreement](#).

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Version Date: 2019-09-25

Number: GEN-004

Title: Conflict of Interest

Effective: 2009-01-23

Previous No: 02.30.00, 02.31.00, 02.24.00

Revised: 2016-09

This policy is included in its entirety within the NAPO [Uniform Volunteer Agreement](#).

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Version Date: 2019-09-25

Number: GEN-005

Title: Intellectual Property

Effective: 2016-09

Previous No: N/A

Revised: N/A

This policy is included in its entirety within the NAPO [Uniform Volunteer Agreement](#).

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Version Date: 2019-09-25

Number: GEN-006

Title: Whistleblower Protection

Effective: 2009-01-23

Previous No: 02.32.00, 02.32.01, 02.26.00

Revised: 2016-09

This policy is included in its entirety within the NAPO [Uniform Volunteer Agreement](#).

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Version Date: 2019-09-25

Number: GEN-007

Title: Records Retention

Committee: N/A

Effective: 2009-01-01

Previous No: 1.30.00

Revised: 2017-09-14

Retention Period

It is NAPO's policy that documents be retained only so long as they are:

- (1) necessary to the conduct of the Association's business;
- (2) required to be kept by statute or government regulation; or
- (3) relevant to pending or foreseeable investigations or litigation.

Retention periods are based primarily on current federal record-keeping requirements and state statutes of limitation. Currently relevant documents should be filed systematically and accessibly. Documents that must be maintained permanently can be catalogued and, if possible, reduced to some secure form of electronic record for storage and easy access when needed.

Document Destruction/Legal Ramifications

It is NAPO's policy to adhere to the Sarbanes-Oxley Act of 2002, which prohibits corruptly tampering with, altering, destroying or concealing records in an effort to prevent their availability for use in an "official proceeding." Associations and member companies are subject to criminal penalties under provisions of that Act.

No document, including an electronic document, shall be intentionally altered, covered-up, falsified or destroyed, nor shall any employee or agent of NAPO be directed to do so, to prevent its use in an official proceeding. Upon becoming aware that any document may reasonably be anticipated to be useful in any actual or reasonably predictable official proceeding, staff shall override any document retention policy or procedure that might result in the destruction of or inability to find any such document. All attorneys employed or retained by NAPO shall be given a copy of this policy and are hereby instructed to inform NAPO management of any documents of potential use in an official proceeding.

Official Record Type

The official version of NAPO records is in digital format and maintained on the NAPO HQ server and member communications forum.

NAPO Records Retention Schedule

The Retention Period is in years; P stands for permanent

ACCOUNTING Records	Retention Period
Auditors' reports	P
Budgets	7
Cancelled checks, generally	6
Chart of accounts	6
Depreciation records	P
Officer, director and staff expense reports	3
Employee/contractor earnings records	3
End of year financial statements	P
Inventory lists	7
Petty cash vouchers	7
Invoices	3
Subsidiary ledgers (accounts receivable, accounts payable, etc.)	7

CORPORATE Records	Retention Period
Annual reports	P
Approved Board minutes and records of all actions taken by Board without a meeting	P
Approved executive committee minutes and records of all actions taken by executive committee without a meeting	P
Approved minutes of all members' meetings and records of all actions taken by members without a meeting	P
Articles of Incorporation	P

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Policies	P
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Membership applications	5
Membership ballots	5
Membership names and addresses	Current
Notes (internal reports, memos, etc.)	3
Written communications to rejected applicants	5
Written communications to members, general	3
Written communications to members, member discipline	5

CORRESPONDENCE Records	Retention Period
General, routine	3

INSURANCE Records	Retention Period
Accident reports	7
Insurance policies	P

INTELLECTUAL PROPERTY Records	Retention Period
Trademark registrations, copyright registrations, patents	P

LEGAL Records	Retention Period
Claims and litigation files (except drafts)	P

TAX Records	Retention Period
Exempt status IRS determination letter	P
Income tax returns and cancelled checks (federal, state and local)	P
Property tax returns	P
Sales and use tax returns	4

OTHER Records	Retention Period
Research projects	7

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Version Date: 2019-09-25

Number: GEN-008

Title: Safety

Committee N/A

Effective: 2015 or 2016

Previous No: N/A

Revised: N/A

Neither NAPO nor NAPO Chapters may implement a policy or program involving the issuance of “safety alerts” regarding unsafe or potentially unsafe client situations.

See [NAPO Safety Position Statement](#).

Number: GEN-009

Title: Insurance Coverage for National and Chapters

Committee N/A

Effective: 2005-04

Previous No: 05.01.00 & 05.01.01

Revised: 2009-03

NAPO shall maintain the following insurance policy types and limits:

1. General Liability for \$1,000,000 per occurrence/\$3,000,000 aggregate covering NAPO National and Chapters
2. Liability Umbrella for \$2,000,000 per occurrence/\$2,000,000 aggregate for a total of \$3,000,000 per occurrence/\$5,000,000 aggregate covering NAPO National and Chapters
3. Directors and Officers/Employment Practices Liability Insurance for of \$5,000,000 covering National and Chapter Board members
4. Fiduciary Liability coverage for defense for NAPO National (The reason: Under the Employee Retirement Income Security Act of 1974 (ERISA), fiduciaries can be held personally liable for losses to a benefit plan incurred as a result of their alleged errors or omissions or breach of their fiduciary duties)

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Version Date: 2019-09-25

Number: GEN-010

Title: Non-Members Serving as a Subject Matter Experts

Committee: N/A

Effective: 2014-09-29

Previous No: N/A

Revised: N/A

NAPO may allow non-members to serve in a non-compensatory advisory capacity on the Board or Committees as subject matter experts on a case-by-case basis with Board approval.

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Version Date: 2019-09-25

Number: GEN-011

Title: Additional Address Listing

Committee N/A

Effective: 1991-11

Previous No: 05.40.00

Revised: 2010-08

NAPO Professional Members with additional addresses for the same business name may purchase an additional address listing (also called a “dual address listing”) in the Member Directory for a fee.

NOTE: “Professional” was added because Provisional members do not get a directory listing.

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Version Date: 2019-09-25

Number: GEN-012

Title: Founders Benefits

Committee: N/A

Effective: 2004-04

Previous No: 05.43.00; 06.10.01

Revised: 2008-01-25, 2013-02-15, 2017-09-14

The five founders of NAPO receive complimentary lifetime membership to NAPO and complimentary registration to all future conferences.

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Version Date: 2019-09-25

Number: GEN-013

Title: Request for Proposal Restriction

Committee N/A

Effective: 2004-04

Previous No: 01.20.00

Revised: N/A

NAPO members shall not be allowed to respond to various Requests for Proposal issued by NAPO unless such is approved by the Board of Directors and stated within the proposal.

Board Policies

Number: BOD-001

Title: Strategic Planning Publication

Committee: N/A

Effective: 2009-09

Previous No: 01.35.00

Revised: N/A

The NAPO Board of Directors will publish a Strategic Plan for the Association once a year.

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Version Date: 2019-09-25

Number: BOD-002

Title: Board Meeting Attendees

Committee: N/A

Effective: 2007-08-03

Previous No: 02.01.03

Revised: 2017-09-14

NAPO board meetings will be attended only by Board members, Association staff and invited guests.

Note: The NAPO Bylaws call for an annual member meeting, which occurs at conference.

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Version Date: 2019-09-25

Number: BOD-003

Title: Board Members Conference Speaking Restriction

Committee: N/A

Effective: 2014-06-28

Previous No: N/A

Revised: N/A

NAPO Board members who speak at the NAPO National Annual Conference during their terms on the Board shall not receive a speaker fee.

Note: See also the [Conflict of Interest Policy](#). The clarification “during their terms on the Board” was added 2017-09-14. It is not a policy revision.

Number: BOD-004

Title: Board Members Benefits

Committee: N/A

Effective: 2006-03

Previous No: 02.21.01 (part)

Revised: 2019-09-24-25

Complimentary Annual Conference registrations will be provided to all NAPO Board members during their terms on the Board.

Complimentary access to NAPO University will be provided to all NAPO Board members during their terms on the Board.

NAPO Board members shall receive complimentary room nights at the conference hotel during his/her term of office. Number of nights will be determined annually.

Incoming NAPO Board members shall receive one complimentary room night at the conference hotel when conference falls after election and preceding his/her term of office.

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Version Date: 2019-09-25

Number: BOD-005

Title: President Benefits

Committee: N/A

Effective: 2004-01

Previous No: 02.21.01 (part)

Revised: 2019-02-15

The NAPO President shall receive a complimentary room or suite (when available) at the conference hotel during his/her term of office.

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Version Date: 2019-09-25

Number: BOD-006

Title: Board Meeting Communication to Members

Committee: N/A

Effective: 2004-04

Previous No: 02.01.00

Revised: 2017-09-14

The NAPO Board shall determine after each Board meeting what messages will be conveyed to membership and through what mechanism (e.g., cascading messages, email, etc.).

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Version Date: 2019-09-25

Number: BOD-007

Title: Review of NAPO Policies

Committee: N/A

Effective: 2017-09-14

Previous No: N/A

Revised: N/A

The Board will review a quarter of its policies at each Board meeting to identify whether each policy is still relevant, needs updating or should be discontinued.

Number: BOD-008

Title: Past President Benefits

Committee: N/A

Effective: 2004-04

Previous No: 05.43.00; 06.10.01

Revised: 2008-01-25, 2013-02-15, 2017-09-14

To receive past-president benefits consisting of a complimentary lifetime NAPO membership and complimentary registration to all future conferences, the past president shall:

- Maintain as confidential any information learned in confidence while serving as a NAPO Director.
- Take no action that invites or causes a breach of confidential NAPO information by a current or past NAPO Director or Nominating Committee Member.
- Comport himself/herself in a manner that supports the goals, priorities and best interest of NAPO and does no harm to the organization.

Past president benefits may be revoked by a two-thirds (2/3) vote of the Board of Directors for conduct inconsistent with the foregoing obligations.

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Version Date: 2019-09-25

Number: BOD-009

Title: Board Elections - Structure

Committee: N/A

Effective: 2018-04-25

Previous No:

Revised: 2008-01-25, 2013-02-15, 2017-09-14, 2018-09-24

The Voting Members shall elect the President-Elect in even numbered years and shall elect the Secretary and Treasurer for staggered terms and Directors as necessary to maintain the composition of the NAPO Board as required by Bylaw Article IV – ASSOCIATION MANAGEMENT, Section 1B, Structure.

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Version Date: 2019-09-25

Number: BOD-010

Title: Board Elections - Supervision

Committee: N/A

Effective: 2018-04-25

Previous No:

Revised: 2008-01-25, 2013-02-15, 2017-09-14, 2018-09-24, 2019-09-24-25

The NAPO board election procedures shall be supervised by the NAPO Board Secretary. If the current Board Secretary is on the ballot, the Teller's Report is to be sent to and signed by the Nominating/Leadership Development Committee Chair.

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Version Date: 2019-09-25

Number: BOD-011

Title: Board Elections – Tie-Vote

Committee: N/A

Effective: 2018-04-25

Previous No:

Revised: 2008-01-25, 2013-02-15, 2017-09-14, 2018-09-24

In the event of a tie vote for any NAPO board election position, a run-off election shall be conducted in accordance with the same voting procedures followed in the January election.

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Version Date: 2019-09-25

Number: BOD-012

Title: Board Elections - Timelines

Committee: N/A

Effective: 2018-04-25

Previous No:

Revised: 2008-01-25, 2013-02-15, 2017-09-14, 2018-09-24

In order to support the January voting window required in the NAPO bylaws:

- Nominations shall be solicited from NAPO voting members at least 90 days prior to the election
- The Voting Members shall have at least 28 days to respond to the call for nominations
- The Nominating Committee shall disseminate a ballot of candidates who have consented to serve, who are qualified to serve, and have been vetted by the Nominating/Leadership Development Committee, no later than 14 days prior to the published election date

Headquarters Team Policies

Number: HQT-001

Title: Endorsements Restriction

Committee: N/A

Effective: 1998-06

Previous No: 02.23.00

Revised: 2019-06-12

The NAPO Executive Director may not issue statements that could be perceived as an endorsement by NAPO of any product or service.

Committee Policies

Number: CMT-001

Title: Fiscal Year

Committee: Finance and Audit

Effective: Unknown

Previous No: N/A

Revised: Formally adopted 2017-09-14

NAPO's fiscal year is October 1 – September 30.

Number: CMT-002

Title: Investments

Committee: Finance and Audit

Effective: 2017-08

Previous No: 03.12.00 & 03.13.00

Revised: 2011-05, 2013-01, 2014-01, 2015-06, 2015-09

Basic Investment Premise

The Board believes that a balanced approach to portfolio management is required to reduce volatility and prudently maximize total return for the long term (at least 3-7 years). Total return is defined as the result of capital gains or losses, realized and unrealized, plus income derived from dividends and interest. It is recognized that economic and security market conditions are ever changing and, as a result, continuous portfolio adjustments may be required to maintain asset productivity and proper balance within the appropriate risk tolerance category.

It is expected that the Investment Manager(s), defined as mutual fund or private portfolio management and financial advisor, will manage the portfolio to achieve the objective at all times. The Board does not desire a high risk, high-volatility approach limited to equity investments, intermediate-term fixed income securities (which may include government treasuries and agencies, mortgage-backed securities, corporate securities) and money market instruments.

Investment Objectives for Short-Term Reserves

- The primary objective of short term reserves is to provide readily-available liquidity for any operating short falls. Investments in these reserves shall be short in-laddered maturities (maturities of three months or less at date of purchase), with a 50% portion remaining in overnight money markets.
- All investments shall be in higher quality investments, such as investments grade money markets, US treasuries and insured certificates of deposit.
- NAPO's Board and Executive Director determine the funds set within this account and should review them at least annually.

Investment Objectives for NAPO Long-Term Reserves and Scholarship Fund

1. Conservation of Capital

NAPO's primary objective is to seek safety of principal. NAPO seeks limited portfolio volatility and a relatively high and secure level of current income. Selection of a conservation of capital investment objective implies a willingness to assume both a level of risk and total return less than that of common stocks in general.

Fixed income/bonds and securities will generally represent a significant portion of Portfolio commitments. *(Added Jan. 28-29, 2013)*

Target Asset Mix

Low range	Target	High range	Style	Index
25%	40%	50%	Fixed Income / Bonds	Government Bond
50%	60%	75%	Equity Securities	S&P 500

A "conservation of capital" portfolio will be comprised primarily of U.S. domestic securities, however, the equity sector strategy may include foreign stocks (i.e., companies whose headquarters or principal place of business is not located in the U.S.).

2. Guidelines

The Investment Manager(s), working with the NAPO staff, may be given discretion to act in accordance with these guidelines. These guidelines are subject to regular review and the Investment Manager(s) should feel free to recommend appropriate changes to the NAPO staff and Board of Directors.

Cash equivalent securities are viewed as a viable alternative to equity or fixed income securities as a strategy for reducing portfolio volatility, and as an alternative to a more permanent commitment to equity or fixed income securities, depending upon the Investment Manager(s) view of the markets.

3. Cash-on-Hand and Reserves

NAPO shall maintain a minimum of 40% of its annual operating expenses in reserves (unrestricted net assets). When the Association reaches its threshold, the Board will revisit this policy. *(Updated May 2011 and Jan. 2011)*

NAPO staff in consultation with the NAPO Treasurer will keep adequate cash on hand to address financial needs, while investing to maximize investment income in line with approved investment guidelines.

4. Fixed Income Guidelines for Surplus Funds

- a. Maintain a target of 40% (minimum of 25% / maximum of 50%) of its long term reserves in fixed income securities (CD, bonds and money market). These guidelines

are subject to periodic review and adjustments by the Investment Manager with Board approval. (Jan. 2013)

- b. The maximum remaining maturity (or estimated average life on mortgage-backed issues) on each bond is limited to 15 years.
- c. The Board of Directors prefers traditional bond investments but will consider the merits of the following which are not permitted without a change in these guidelines: repurchase agreements (repos), zero coupon bonds, etc. upon recommendation and discussion by the Investment Manager(s). The Investment Manager(s) is encouraged to communicate in this regard.
- d. The minimum rating of bonds at the time of purchase shall be A by S&P or A2 by Moody's or better. A negative change in these ratings is cause for discussion of liquidation of the affected positions.

5. Equity Guidelines for Surplus Funds

- a. Maintain a target of 60% (minimum of 50% / maximum of 75%) in equities.
- b. Stock investments in any one corporation shall be limited at purchase to 5% of total equity assets under management. In the case of mutual funds, exposure over all funds should attempt to be limited to this percentage also (if possible).
- c. Stock investment shall not exceed 1% of the total equity outstanding of that company.
- d. Overall stock emphasis should be placed on stocks the Investment Manager(s) believe are quality issues, and the Investment Manager(s) believe are quality issues, and the Investment Manager(s) should aim to manage risk by seeking to reduce volatility.

The Board prefers traditional stock investment and wishes to avoid such techniques as short selling, using options and commodities. However, the Investment Manager(s) is encouraged to discuss any alternatives that it believes to be worthy of consideration, such as private portfolio managers, mutual funds and/or unit investment trusts.

Target Asset Mix for Reserves Portfolio

Low range	Target	High range	Style	Index
25%	40%	50%	Fixed Income / Bonds	Government Bond
50%	60%	75%	Equity Securities	S&P 500

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Restrictions

In addition to the Fixed Income and Equity Guidelines, the board has set forth the following restraints:

- No direct investment in gold or the commodities
- No direct short sales or trading on margin
- No options including puts or calls
- No direct purchase of derivatives

Communication and Reporting

- There is to be an open line of communication between the NAPO Board, Staff and the Investment Manager(s).
- The Investment Manager(s) is expected to provide quarterly reports detailing all asset information and performance results. Investment results will be evaluated and compared against appropriate indices such as the Shearson Lehman Intermediate Government/ Corporate Index, the Salomon Brothers Broad Bond Index, the S&P 500 and a Balanced Index that is comprised of 60% S&P 500 and 40% Saloman Brothers Bond Index. Any benchmarks are intended as targets only and not as an assurance or guarantee of performance of any investment or of the portfolio.
- In addition to the required written and statistical information, the Financial Advisor will be available to meet with the NAPO Board of Directors and/or Staff in person at least annually and more often, as appropriate.

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Version Date: 2019-09-25

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Number: CMT-003

Title: Contract Signature Authorization

Committee: Finance and Audit

Effective: 2001-01

Previous No: 02.22.00

Revised: N/A

The NAPO Board President and/or appropriately assigned NAPO staff are the only parties authorized to sign contracts on behalf of NAPO.

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Version Date: 2019-09-25

Number: CMT-004

Title: Volunteer Expense Reimbursement

Committee: Finance and Audit

Effective: 2002-02

Previous No: 03.01.00

Revised: 2010-08

NAPO volunteers are neither expected nor required to incur out-of-pocket expenses in order to carry out approved and budgeted NAPO business and will be reimbursed according to the NAPO Expense Reimbursement Guidelines and Instructions.

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Version Date: 2019-09-25

Number: CMT-005

Title: Refunds of Membership Dues

Committee: Finance and Audit

Effective: 2000-06

Previous No: 03.10.00

Revised: N/A

Membership dues are non-refundable. Any requests for exceptions to this policy must be submitted in writing for consideration by NAPO and will be decided on a case-by-case basis.

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Version Date: 2019-09-25

Number: CMT-006

Title: Refunds of NAPO Services

Committee: Finance

Effective: 2003-06

Previous No: 03.11.00

Revised: N/A

All services sold by NAPO are non-refundable. Any requests for exceptions to this policy must be submitted in writing and will be decided on a case-by-case basis.

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Version Date: 2019-09-25

Number: CMT-007

Title: Lapsed Membership Reinstatement

Committee: Membership

Effective: 2007-01

Previous No: 05.42.00

Revised: N/A

There is a 30-day grace period following the membership expiration date during which membership may be renewed without penalty. If a membership has lapsed for more than 30 days and the member wishes to reinstate his/her original "member since" date, this can only be done within 90 days of his/her membership expiration date upon payment of an reinstatement fee. Otherwise, the "member since" date will revert to the date of the membership reinstatement.

Note: Changing the member original "join date" does not impact the "member since" date.

Number: CMT-008

Title: Unbudgeted Expenses

Committee: Finance and Audit

Effective: 2015-09

Previous No: N/A

Revised: N/A

Unbudgeted expenses will be handled as follows:

1. The Executive Director is authorized to approve an unbudgeted expense that is \$1,500 or less. The Executive Director will inform the Treasurer of this expense and the Treasurer will inform the Finance and Audit Committee and the Board.
2. The Executive Director will consult with the Executive Committee (and the Finance and Audit Committee if time permits) prior to approving a necessary unbudgeted expense that is more than \$1,500 but less than \$5,000. The Treasurer will inform the Finance and Audit Committee, if not previously consulted, and the Board of this expense.
3. The Executive Director will consult with the Board prior to approving a necessary unbudgeted expense that exceeds \$5,000.
4. The Executive Director and the Treasurer will inform the Executive Committee of the financial impact of all unbudgeted expenses that exceed \$1,500.

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Version Date: 2019-09-25

Number: CMT-009

Title: Code of Ethics in New Member Kit

Committee: Membership

Effective: 2002-12

Previous No: 05.11.00

Revised: N/A

The NAPO Code of Ethics is to be included in the new member kits.

NOTE: Recently HQ added a mandatory confirmation checkbox to the Join and Renewal Process asking the new member to confirm that they read and agree to the Code of Ethics.

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Version Date: 2019-09-25

Number: CMT-010

Title: Member Survey

Committee: Information and Research

Effective: 2004-04

Previous No: 01.41.00

Revised: 2017-09-14

A Member Survey will be issued on a routine basis, at a minimum of at least once every three years.

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Version Date: 2019-09-25

Number: CMT-011

Title: Conference Speaker Selection

Committee: Conference

Effective: 2010-06

Previous No: 06.17.00

Revised: 2018-02-02

To ensure a fair and impartial speaker selection process for the NAPO Annual Conference, the following guidelines are to be followed:

1. The selection process is made transparent by including an explanation of the submission and selection process in the submission site instructions.
2. Conference Committee members are not eligible to be Keynote speakers.
3. The Conference Committee Chair will be excluded from speaking as a concurrent session speaker, pre-conference session speaker, session moderator or panelist while in s/he serves in that role.
4. Conference Committee members submitting proposals to speak at conference will not rate their own submissions and therefore will not affect the collective rankings from which session selection is driven.

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Version Date: 2019-09-25

Number: CMT-012

Title: Chapter Business Partner Member

Committee: Membership

Effective: 2017-02

Previous No: N/A

Revised: N/A

A Chapter Business Partner Member shall be a local or regional business entity in the same regional area as the Chapter itself that is engaged in the manufacture or distribution of products and/or delivery of services that complement the organizing and productivity industry. Each Chapter Business Partner Member shall designate one individual to join the Chapter. NAPO national membership is not required.

Number: CMT-013

Title: Conference Speaker Compensation

Committee: Conference

Effective: 2000-10

Previous No: 06.12.00

Revised: 2013-01, 2014-06, 2018-02-02

NAPO reimburses its Conference speakers.

Concurrent Session Speakers

Conference concurrent session speakers are compensated based on their relationship to our profession.

- Productivity and organizing industry professionals will receive complimentary or discounted conference registration.
 - Up to two speakers per session compensated with complimentary conference registration each
 - Greater than 2 speakers per session compensated with the lead speaker/moderator receiving complimentary compensation and panelists/other speakers receiving discounted conference registration.
- Professionals from outside the organizing and productivity industry will be compensated monetarily and with speaker admission.
 - Up to two speakers per session compensated monetarily equal to full conference registration.
 - Greater than 2 speakers per session compensated with the lead speaker/moderator receiving monetary compensation equal to the amount of full conference registration and panelists/other speakers receiving monetary compensation not to exceed an amount of two full conference registrations.

Other

- Keynote, General Session, and Pre/Post-Conference Speaker Fees are set and negotiated based upon the preliminary conference speaker fee budget.
- Any travel expense fees are handled as a flat fee as agreed at time of contract negotiations.

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Version Date: 2019-09-25

- NAPO Board members who speak at the NAPO Annual Conference during their terms on the Board shall not receive monetary compensation.
- All conference speakers' honoraria will be provided at the discretion of NAPO and approved annually by the NAPO Board of Directors prior to the call for speakers' release date.

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Version Date: 2019-09-25

Number: CMT-014

Title: Prohibition on Campaigning

Committee: Nominations and Leadership Development
Marketing

Effective: 2017-01-24 **Previous No:** N/A

Revised: N/A

NAPO prohibits electioneering or campaigning posts related to NAPO elections on NAPO-owned social media.

Number: CMT-015

Title: Gift Acceptance (Donations to NAPO)

Committee: Finance and Audit

Effective: 2011-10

Previous No: 03.14.00

Revised: N/A

NAPO encourages the solicitation and acceptance of gifts to NAPO for purposes that will help NAPO to further and fulfill its charitable, educational purposes. This Gift Acceptance Policy ("Policy") governs the acceptance of gifts made to NAPO or for the benefit of any of its programs.

The provisions of this Policy shall apply to all gifts (which shall not include sponsorships) received by NAPO for any of its programs or services.

Donor's Use of Legal Counsel

NAPO will urge all prospective donors to seek the assistance of personal legal and financial advisors in matters relating to their gifts to NAPO and the resulting tax and estate planning consequences, in accordance with the best practices documented in the National Committee on Planned Giving's (NCPG) Model Standards of Practice for the Charitable Gift Planner and the National Society of Fund Raising Executives' (NSFRE) Donor Bill of Rights).

NAPO is not legally authorized to provide and shall not provide legal or tax advice to potential donors with regard to gifts to NAPO.

NAPO's Use of Legal Counsel

NAPO may retain its own legal counsel to assist in certain circumstances, including but not limited to:

- To review certain gifts, such as stock subject to buy-sell agreements or other restrictions;
- To review all transactions governed by contracts or legal documents;
- To review all transactions with potential conflicts of interest; and
- To review transactions in which the Board of Directors or Executive Committee believes that the use of counsel is appropriate.

Acceptable Gifts

NAPO will accept unrestricted gifts and gifts for specific programs and purposes, provided that such gifts are consistent with NAPO's stated mission, purposes and priorities.

Unacceptable Gifts

NAPO will not accept gifts that are too restrictive in purpose. Gifts that are too restrictive are those that violate NAPO's Articles of Incorporation, gifts that are too difficult to administer or gifts that are to be used for purposes outside the mission of NAPO.

NAPO will not accept gifts involving conflicts of interest that, in the judgment of the NAPO Executive Committee, may subject NAPO to sanctions under the Code.

Types of Gifts

NAPO will accept gifts in the following forms:

- Cash:** Cash is acceptable in any form. Checks shall be made payable to NAPO and shall be delivered to NAPO's headquarters. NAPO will report cash transactions of \$10,000 or more as required by Section 6050I of the Code. Any payment or payments totaling \$10,000 or more in cash or by cashier's check from the same person in a calendar year shall be investigated to determine if a report is required.
- Credit Card**
- Tangible Personal Property:** All other gifts of tangible personal property shall be examined in light of the following criteria and the final determination on acceptance shall be made by NAPO's Executive Committee:
 - Does the property fulfill the mission of NAPO?
 - Is the property marketable?
 - Are there any undue restrictions on the use, display or sale of the property?
 - Are there any carrying costs for or potential liability associated with the property?
- Securities:** NAPO will accept gifts of publicly-traded, marketable securities. As a general rule, all marketable securities shall be sold upon receipt, unless otherwise directed by NAPO's investment advisor. In some cases, publicly-traded, marketable securities may be restricted by applicable securities laws; in such instance the final determination on the acceptance of the restricted securities shall be made by the NAPO Executive Committee. NAPO cannot accept gifts of closely-held securities, including debt and equity positions in non-publicly traded companies and interests in limited partnerships and limited liability companies.
- Life Insurance:** NAPO must be named as both beneficiary and irrevocable owner of an insurance policy before a life insurance policy will be accepted as a gift. The gift shall be valued at its interpolated terminal reserve value, or cash surrender value, upon receipt. If the donor contributes future premium payments, NAPO will include the entire amount of the additional premium payment as a gift in the year that it is made. If the donor does not elect to continue to make gifts to cover premium payments on the

policy, NAPO may continue to pay the premiums, convert the policy to paid up insurance or surrender the policy for its current cash value.

- **Retirement Plan Beneficiary Designations:** Donors and supporters of NAPO may name NAPO as beneficiary of their retirement plans. Such designations will not be recorded as gifts to NAPO until such time as the gift becomes irrevocable. When the gift is irrevocable but is not due until a future date, the present value of the gift may be recorded at the time the gift becomes irrevocable.
- **Bequests:** Donors and supporters of NAPO may make bequests to NAPO under their wills and trusts. Such bequests will not be recorded as gifts to NAPO until such time as the bequest becomes irrevocable. When the bequest is irrevocable, but is not due until a future date, the present value of the bequest may be recorded at the time the bequest becomes irrevocable.
- **Other gifts:** Subject to the right of the NAPO Board of Directors to accept a particular gift in a particular instance after due diligence to investigate the value of the potential gift and NAPO's ability to dispose of such gift within a reasonable period of time without undue cost or risk of liability, NAPO will generally not accept gifts involving real estate, bargain sales, remainder interests in property, charitable gift annuities, charitable remainder trusts, charitable lead trusts, or oil, gas or mineral interests.

Refusal (Disclaimer) of Gifts

NAPO reserves the right to refuse (disclaim) any gift that would involve expense for NAPO or other negative impact upon NAPO, whether or not such gift is defined as unacceptable in this Policy. Except as otherwise provided herein with respect to the authority of the NAPO Board of Directors to deviate from this Policy, all decisions concerning the acceptance or refusal of any gift shall be made by the NAPO Executive Committee in its sole discretion.

Miscellaneous Provisions

The following policies also apply:

1. **Securing appraisals and legal fees for gifts to NAPO:** It will be the responsibility of the donor to secure an appraisal (where required) and independent legal counsel for all gifts made to NAPO.
2. **Valuation of gifts for development purposes:** NAPO will record a gift received by NAPO at its valuation for gift purposes on the date of gift.
3. **Responsibility for IRS filings upon sale of gift items:** NAPO is responsible for filing IRS Form 8282 upon the sale, exchange or other disposition of any gift asset sold within three years of receipt by NAPO when the charitable deduction value of the item is more than \$500.00, unless the asset is distributed for charitable purposes. NAPO must file this form within 125 days of the date of disposition of the asset.
4. **Acknowledgement of all gifts made to NAPO** shall be made in compliance with the current requirements set forth in the Code.

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Version Date: 2019-09-25

Number: CMT-016

Title: Founders' Award

Committee: Awards and Recognition

Effective: 2009-01

Previous No: 01.10.02a

Revised: 2010-04-20, 2016-06-23, 2019-04-03

The policy regarding NAPO's Founders' Award is as follows:

1. Recipient must be a NAPO member (or a group of NAPO members) who:
 - Demonstrates outstanding innovation, inspiration and creativity both within and outside of the field of professional organizing and productivity consulting; and
 - Is admired and respected for his/her professionalism and achievements; and
 - Makes members proud to say that s/he is a member of the association.
2. Nominees must have been a NAPO Professional Member for a minimum of three (3) years at the time of the nomination.
3. Nominees may not serve on the NAPO Awards & Recognition Committee at the time of the nomination and committee members may not nominate.
4. Nominees who appear on the final ballot must attend the NAPO Annual Conference.
5. NAPO Board of Directors must approval the Founder's Award ballot
6. Board Liaison should be a voting member of the committee.
7. The Founders' Award nomination may proceed for Member vote with a minimum of two (2) Nominations.

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Version Date: 2019-09-25

Number: CMT-017

Title: President's Award and Special Award

Committee: Awards and Recognition

Effective: 2014-02

Previous No: N/A

Revised: N/A

The President's Award and the Special Award are bestowed at the discretion of NAPO's President. A President's Award recipient must be a NAPO member who has made a significant contribution that has benefitted NAPO membership. The President determines whether or not each award will be presented in any given year, selects award recipient(s) and presents the award(s).

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Version Date: 2019-09-25

Number: CMT-018

Title: Children's Attendance at Conference

Committee: Conference

Effective: 2001-06

Previous No: 06.10.00

Revised: 2018-02-02

Children under the age of 14 are not permitted to attend the annual NAPO Conference with the exception of babies who are allowed into sessions for the sole purpose of being fed. This policy will be published in all registration materials.

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Version Date: 2019-09-25

Number: CMT-019

Title: Conference Breakout Sessions Requirements

Committee: Conference

Effective: 2009-01

Previous No: 06.13.00

Revised: 2017-09-14

Each concurrent time slot at conference will include at least one session that improves organizing and/or productivity skills and knowledge to better serve current and potential clients.

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Version Date: 2019-09-25

Number: CMT-020

Title: Non-NAPO Sponsored Events

Committee: Conference

Effective: 2010-01-01

Previous No: 06.14.00

Revised: 2018-02-18

NAPO will not be involved in scheduling meeting space during conference for non-NAPO sponsored functions. These groups must coordinate their requests directly with the conference facility.

(FYI: Our hotel/conference facility contracts require that the hotel gets approval from NAPO prior to booking such events.)

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Version Date: 2019-09-25

Number: CMT-021

Title: Conference Program Elements Requiring Board Approval

Committee: Conference

Effective: 2010-06

Previous No: 06.11.00, 06.15.00

Revised: 2018-02-02

The Board is required to approve the following:

- Conference concept (retreat, educational summit, conference, expo, etc.)
- Conference location and preliminary budget
- Conference program; keynote, general, pre-conference and concurrent
- Speaker honorariums exceeding budget



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Version Date: 2019-09-25

Number: CMT-022

Title: Sunsetting 2018-02-02

Committee:

Effective:

Previous No:

Revised:

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Version Date: 2019-09-25

Number: CMT-023

Title: Provisional to Professional Status Requirements

Committee: Membership

Effective: 2012-01-20 and 2015-01-30

Previous No: N/A

Revised: N/A

To achieve Professional membership status, a member must have either earned the Certified Professional Organizer[®] designation or completed the following three NAPO Educational Curriculum courses: PO-103 Ethics for Professional Organizers and Productivity Specialists, PO-101: Fundamental Organizing and Productivity Principles and PO-102 Fundamental Organizing and Productivity Skills.

NOTE: The Board decision to require certain courses to achieve Professional status occurred January 2012. The decision to afford CPOs automatic Professional status occurred January 2015. Neither policy was in the 2015-09-29 Policy Manual and so no previous number existed.

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Version Date: 2019-09-25

Number: CMT-024

Title: Multi-Person Business Dues and Pricing

Committee: Membership

Effective: 2017-02-17

Previous No: N/A

Revised: 2019-09-24-25

Multi-Person Business Dues and Pricing as follows: NAPO will offer multi-person business owners and their W-2 employees a dues structure of their own. They will also be eligible for the Education Bulk Pricing Discount of 25% off posted prices of NAPO University Bundles that do not include NAPO conference registration.

Conference registration rates for multi-person business owners and their W-2 employees will be determined annually by the Finance and Audit Committee.

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Version Date: 2019-09-25

Number: CMT-025

Title: Conference Chair Succession

Committee: Conference

Effective: 2010-06

Previous No: 06.16.00

Revised: 2018-02-02, 2018-09-24

The NAPO President, in conjunction with the President-Elect (if serving), will appoint the Conference Chair-Elect in January, approximately 2.3 years out from Conference (i.e. the President will appoint the 2020 CPC Chair-Elect in January 2018) in order to ensure proper training and transitions between Chairs as well as sufficient planning windows.

The NAPO President, in conjunction with the President-Elect (if serving), will appoint the Conference Chair in January, approximately 1.3 years out from Conference (i.e. the President will appoint the 2020 CPC Chair in January 2019) at which time the Chair-Elect will transition to the Chair position.

The Conference Chair-Elect will not automatically be appointed as the Committee Chair. The President has the authority to change the Chair-Elect or Chair positions as all committee chairs serve by appointment of the President.

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Version Date: 2019-09-25

Number: CMT-026

Title: BCPO Annual Maintenance Fee

Committee: BCPO

Effective: 2017-02-17

Previous No: N/A

Revised: N/A

The BCPO Annual Maintenance Fee (AMF) collection schedule will be to collect an AMF after the first year of certification anniversary with each subsequent AMF paying for the year going forward. (The exam fee would include the first year's AMF.)

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Version Date: 2019-09-25

Number: CMT-027

Title: Education On-Demand Honorariums

Committee:

Effective: 2017-04-

Previous No: N/A

Revised: N/A

NAPO shall place no cap on the annual on-demand honorarium paid to NAPO instructors except for courses required to achieve Professional Status; if offered for a fee, these will cap at \$2,500 a year. Courses that are offered for free will pay no honorarium. Instructors will receive compensation for every bundle purchased except for free ODCs and the Going Pro Bundle.

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Version Date: 2019-09-25

Number: CMT-028

Title: Research Session at Conference

Committee: Conference and IRC

Effective: 2017-09-14

Previous No: N/A

Revised: N/A

The NAPO Conference Committee shall reserve one conference concurrent session annually for a research topic to be selected and funded by IRC-budgeted dollars.

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Version Date: 2019-09-25

Number: CMT-029

Title: Golden Circle Requirement

Committee: N/A

Effective: 2015-03-20

Previous No: N/A

Revised: 2017-09-14

To receive the Golden Circle designation, one must be a NAPO member for five years and have achieved Professional member status.

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Version Date: 2019-09-25

Number: CMT-030

Title: Education Chair Succession

Committee: Education

Effective: 2018-02-02

Previous No: N/A

Revised: N/A

NAPO Education adopts a co-chair model, such that terms should be staggered in a given service year or each chair serves as a chair-in-training for a year.

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Version Date: 2019-09-25

Number: CMT-031

Title: Emeritus as AKA for Retired Member Category

Committee: Education

Effective: 2018-04-25

Previous No: N/A

Revised: 2018-09-24

NAPO shall allow usage of the term Emeritus as an AKA (Also Known As) for the Retired Member category. (Externally, members in this category will be known as EMERITUS. Internally, the category will remain as reflected in the bylaws.)

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Version Date: 2019-09-25

Number: CMT-032

Title: **The Board of Certification for Professional Organizers (BCPO)/NAPO Relationship**

Committee: BCPO

Effective: 2019-04-03

Previous No: N/A

Revised: N/A

The Board of Certification for Professional Organizers (BCPO) is a division of NAPO.

The purpose of the BCPO is defined in the BCPO Bylaws and the NAPO Agreement of Support for the BCPO.

The relationship between NAPO and the BCPO is defined in the BCPO bylaws and the NAPO Agreement of Support for the BCPO.

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Version Date: 2019-09-25

Number: GEN-014

Title: Joint Ventures

Committee: General

Effective: 2019-04-03

Previous No: N/A

Revised: N/A

Should NAPO (“the Association”) be approached to enter into a joint venture or similar arrangement with a taxable entity, the Association shall evaluate the proposed arrangement under applicable federal tax law in order to protect the Association’s exempt status.

A joint venture or similar arrangement is defined as any joint ownership or contractual arrangement through which there is an agreement to jointly undertake a specific business enterprise, investment, or exempt-purpose activity.

In order to safeguard the Association’s exempt status, the Association shall consider the following when evaluating a joint venture arrangement with a taxable entity:

- Maintaining control over the venture or arrangement sufficient to ensure that it furthers the exempt purpose of the Association;
- Requiring that the venture or arrangement gives priority to furthering the Association’s exempt purposes over maximizing profits for the other participant(s);
- Prohibiting the venture or arrangement from engaging in activities that would jeopardize the Association’s federal tax exemption; and
- Requiring that all contracts entered into with the venture be on terms that are “arm’s length” or more favorable to the Association.

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Version Date: 2019-09-25

Number: CMT-033

Title: Conference Chairperson Benefit

Committee: Conference

Effective: 2019-04-03

Previous No: N/A

Revised: N/A

The NAPO Conference Committee Chairperson shall receive a complimentary room or suite (when available) at the conference hotel during his/her term of office.

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Version Date: 2019-09-25

Number: CMT-034

Title: BCPO Board Member Benefit

Committee: BCPO

Effective: 2019-04-03

Previous No: N/A

Revised: N/A

When BCPO schedules a board meeting in conjunction with NAPO's annual conference, BCPO Board members shall receive one complimentary room night at the conference hotel.

Number: GEN-015

Title: Privacy Policy

Committee: General

Effective: 2018-06-06

Previous No: N/A

Revised: N/A

PRIVACY POLICY

This Privacy Policy governs the manner in which NAPO collects, uses, maintains and discloses information collected from users (each, a "User") of the www.napo.net website ("Site"). This privacy policy applies to the Site and all products and services offered by NAPO.

Personal identification information

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, respond to a survey, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, phone number. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personal identification information, except that it may prevent them from engaging in certain Site related activities.

Non-personal identification information

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about a User's means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

Web browser cookies

Our Site may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them.

User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

How we use collected information

NAPO may collect and use User's personal information for the following purposes:

To improve customer service

Information you provide helps us respond to your customer service requests and support needs more efficiently.

To personalize user experience

We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.

To improve our Site

We may use feedback you provide to improve our products and services.

To send periodic emails

We may use the email address to respond to their inquiries, questions, and/or other requests. If User decides to opt-in to our mailing list, they will receive emails that may include association news, updates, related product or service information, etc.

To provide targeted services and content

How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

Sharing your personal information

We do not sell, trade, or rent User's personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above.

Third party websites

Users may find advertising or other content on our Site that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices

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employed by websites linked to or from our Site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our Site, is subject to that website's own terms and policies.

Changes to this privacy policy

NAPO has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

Your acceptance of these terms

By using this Site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed as your acceptance of those changes.

Contacting us

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at:

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Last updated: May 23, 2018

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Version Date: 2019-09-25

Number: CMT-035

Title: Discounts & Give-a-ways

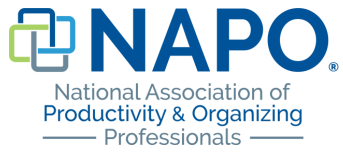
Committee: Finance & Audit

Effective: 2019-09-25

Previous No: N/A

Revised: N/A

The Finance & Audit Committee will approve all miscellaneous discounts and give-a-ways requested for promotional purposes and prizes. If the discount or give-a-way results in an unbudgeted expense line item, F & A will follow the Policy CMT-008 Unbudgeted Expenses.



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